



# 2002 MCHCP HMO/POS Health Plan Report Card

The data shown in this report card were collected  
by independent, third-party research firms.

## *Compare Your Health Plan Choices*

The health plan you choose can  
make a difference in the quality  
of care you receive.

This report card gives you new  
information on health care  
quality from the people who  
use health care.

See how health plans were  
rated based on the results from  
an independent survey and an  
audit of select health  
care measures.

Use the results found in this  
report card plus the other  
information you've received  
to help you decide which  
health plan is best for you  
and your family.

# Member Satisfaction - 2000 Performance

MCHCP Plans	Overall Satisfaction	Advised to Quit Smoking	Days to Urgent Care Appointment	Advice when Calling Physician	Claims Processed in Reasonable Time	Claims Handled Correctly
Community Health Plan HMO/POS	★	■	★	★	★	★
Coventry HMO	●	●	★	★	★	★
Humana HMO	●	●	★	★	■	●
Mercy Health Plans HMO	★	■	●	★	★	★
Premier Health Plans HMO	★	★	★	★	★	★
United HealthCare Choice Plus POS	★	■	★	★	★	★
United HealthCare Select HMO	★	★	●	★	★	★
First Health PPO	★	NR	★	★	●	★

## Percent Ranking Plan 8 or Better

★	More than 60%
●	50%-59%
■	Less than 50%

## Advised to Quit Smoking

★	More than 70%	Dr. advised to quit
●	60%-69%	Dr. advised to quit
■	Less than 60%	Dr. advised to quit

## Days to Urgent Care Appointment

★	More than 50% Same day
●	40%-49% Same day
■	Less than 40% Same day

## Percent Responding Usually or Always

★	More than 80%
●	70%-79%
■	Less than 70%

NR - This survey question was not reported.

## Description of Survey Questions

**Overall Satisfaction** - We want to know your rating of all your experiences with your health plan. Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best plan possible. How would you rate your health plan now?

**Advised to Quit Smoking** - In the last 12 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan? (Only those survey respondents that had ever smoked 100 cigarettes in his/her entire life and are still smoking or have quit within the last 12 months were advised to answer this question.)

**Days to Urgent Care Appointment** - In the last 12 months, how long did you usually have to wait between trying to get care and actually seeing a provider for an illness or injury?

**Advice when Calling Physician** - In the last 12 months, when you called a doctor's office during regular office hours, how often did you get the help or advice you needed?

**Claims Processed in Reasonable Time** - In the last 12 months, how often did your health plan handle your claims in a reasonable time?

**Claims Handled Correctly** - In the last 12 months, how often did your health plan handle your claims correctly?

# Member Satisfaction - 2000 Performance

MCHCP Plans	Delays in Care While Waiting for Health Plan's Approval	Receiving Necessary Care	Receiving Referrals To Specialists	Receiving Help from Health Plan's Customer Service	Difficulty with Paperwork
Community Health Plan HMO/POS	★	★	●	■	★
Coventry HMO	●	★	★	■	★
Humana HMO	★	●	●	■	■
Mercy Health Plans HMO	★	★	●	■	★
Premier Health Plans HMO	★	★	●	■	★
United HealthCare Choice Plus POS	★	★	★	■	★
United HealthCare Select HMO	★	★	★	■	★
First Health	★	★	★	■	★

## Percent Responding No, not a problem

- ★ 80%-100%
- 70%-79%
- Less than 70%

## Description of Survey Questions

**Delays in Care While Waiting for Health Plan's Approval** - In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?

**Receiving Necessary Care** - In the last 12 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?

**Receiving Referrals to Specialists** - In the last 12 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?

**Receiving Help from Health Plan's Customer Service** - In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

**Difficulty with Paperwork** - Paperwork means things like getting your ID card, having your records changed, processing forms or other paperwork related to getting care. In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?

# HEDIS Measures - 2000 Performance

MCHCP Plans	Diabetic Retinal Exam	Breast Cancer Screening	Controlling High Blood Pressure	Antidepressant Management- Acute Treatment	Childhood Immunization
Community Health Plan HMO/POS	●	■	★	●	●
Coventry HMO	●	●	■	■	●
Humana HMO	★	★	★	★	●
Mercy Health Plans HMO	●	■	●	●	■
Premier Health Plans HMO	■	●	●	★	■
United HealthCare Choice Plus POS	●	●	●	●	●
United HealthCare Select HMO	●	●	●	●	●
First Health	HEDIS measures cannot be calculated for PPO plans.				
MCHCP Average	46.51%	74.55%	41.03%	59.94%	43.09%

HEDIS TABLE	
★	Above Average
●	Average
■	Below Average

**HEDIS** (Health plan Employer Data and Information Set) is a set of standardized performance measures designed to measure the quality of health plans. It is sponsored, supported, and maintained by the National Committee for Quality Assurance (NCQA) – a not-for-profit organization committed to evaluating health plan quality.

The scores for the HEDIS measures are based on the average score for all the plans that supplied information. See "Description of HEDIS Measures" for complete definitions of how these measures are calculated.

## Description of HEDIS Measures

### Eye exams for people with diabetes:

This measure is the percentage of members with diabetes (Type I and Type II) age 31 years and older, who were continuously enrolled during the reporting year, and who had a retinal examination during the reporting year.

### Breast cancer screening:

This measure is the percentage of women, ages 52-69, who were continuously enrolled during the reporting year and the preceding year, and received one or more mammograms during this period.

### Controlling High Blood Pressure:

This measure is the percentage of members with high blood pressure whose pressure is controlled to below 140/90.

### Antidepressant Management - Acute Treatment:

This measure is the percentage of adult members treated with an antidepressant drug who received a continuous trial of medication treatment during the (12 week) Acute Treatment phase.

### Childhood Immunization status:

The immunization measure is the percentage of children whose second birthday occurred in the reporting year, who were continuously enrolled for 12 months immediately preceding their second birthday and who received all of the following immunizations by the child's second birthday: four DTPs (diphtheria-tetanus-pertussis); three OPVs (oral polio virus vaccine) or IPV (injectable polio virus vaccine); one MMR (measles-mumps-rubella); one Hib vaccine (Hemophilus influenza type B); and two hepatitis B vaccines.